

State of Utah

Instant Messaging Service

Information for Users

May 19, 2003

I. Overview

- A. Information Technology Services (ITS) is providing a Statewide Instant Messaging (IM) service in conjunction with Statewide GroupWise email services. The service uses Novell's new "Novell Messenger" software which was released as version 1.0 on March 31, 2003. ITS is providing a server addressed as IM.UTAH.GOV for the service. The service will work similar to AOL or MSN instant messenger services but is maintained internal to the State. Messages do not travel through the Internet when the service is used within the State network. Many features provided by AOL & MSN are not yet incorporated in version 1.0 of Novell's software. Many more enhancements are planned for future versions. The software will be upgraded as new versions become available. The service will utilize the new Utah Master Directory (UMD) for user authentication. Any State employee will be authorized to use the service. A document of frequently asked questions (FAQ) can be viewed at:
<https://im.utah.gov:8300/~down/IMFAQ.htm>
- B. State employees are advised to use the service under the guidance of the State Acceptable Use Policy governing the use of State-owned computer resources. The State Acceptable Use Policy can be viewed at:
<http://www.das.state.ut.us/policy/acceptableuse.htm>
- C. The message archiving feature was not installed with the service. No messages will be logged, recorded or archived by the server. Messages routed through the IM service are only viewable by the sender and recipient(s). Users will be able to save any IM conversation to a text file on their computers using the IM client. Once a conversation window is closed, any messages in it are lost and unrecoverable.
- D. The Novell Messenger v1.0 includes the following features:
 - 1. Sending instant messages in a secure environment (user authentication through State UMD and SSL encryption of messages)
 - 2. Creating a contact list and displaying user information from the contact list (all based on user information available in UMD)
 - 3. Displaying user presence (online, busy, away, idle, and so on)
 - 4. Blocking others from seeing your presence
 - 5. Creating custom statuses to define your presence
 - 6. Participating in multi-user conversations
 - 7. Saving personal conversations

II. Client Requirements

- A. Version 1.0 of Novell Messenger only supports Windows clients. The State

service will only support Windows 2000 and Windows XP platforms. Many compatibility issues were discovered during testing with Windows 9.x platforms and therefore, will not be supported.

- B. Although Novell is shipping the Novell Messenger product in association with GroupWise, the GroupWise client is not required to run the Messenger client on a Windows computer. Novell's Client32 software is also not required to run the IM client.

III. Installing the Client

- A. Agency IT groups will be coordinating the installation of the IM client on employee workstations. Employees should contact their LAN or IT group for help with installing the client.

IV. Connecting to the Service

- A. Once the client is installed and started, you will be presented with a login screen.

The image shows a Windows-style dialog box titled "GroupWise Messenger Login". The title bar is blue with a small icon on the left and a close button (X) on the right. The main area of the dialog has a header with the "GroupWise Messenger" text on the left, a large red "N" logo in the center, and the "Novell." logo on the right. Below the header, there are four input fields: "User ID:" containing "jdoe@utah.gov", "Password:" (empty), "Server:" containing "im.utah.gov", and "Port:" containing "8300". There is a checkbox labeled "Remember Password" which is currently unchecked. At the bottom of the dialog are three buttons: "OK", "Cancel", and "Advanced <<".

- B. Enter your Internet email address for the User ID.
- C. Enter your Novell login password as the password. Your Novell login password is the password you enter when you login to your computer at the Novell login window. Do not use your GroupWise password (unless it happens to be the same).
- D. You may put a check in the "Remember Password" box if you like. Then, the IM client will startup and log you into the IM service without the login window.
**Note: When you change your password, the IM client will not be automatically updated with the new password. The next time you start the IM client, it will display the login window.

- E. Click the Advanced button to verify the server name. The server name should be “im.utah.gov”. The Port should be 8300.

V. **Using the Instant Messenger Client**

A. **Sending an Instant Message from the GroupWise Client**

1. Click File, click New, then click Instant Message.
2. Click the person you want to send an instant message to.

or

1. Click the Find User button to search for a person who is not in your Contact List.
2. Click OK.
3. Type the message, then click the arrow button or press Enter.

B. **Sending an Instant Message from GroupWise Messenger**

1. Double-click the name of the person you want to send an instant message to.
2. Type the message, then click the arrow button or press Enter.

C. **Adding a Contact**

1. Click Add a Contact.
2. Type part or all of the name of the person you want to Add,
3. click Next,
4. click the name in the Search Results list,
5. then click Add.

or

1. Type the userID of the person, then click Add.

or

1. Click Advanced,
2. click Begins With, Contains, or Equals from the drop-down list next to a field,
3. type the information you are looking for in the field,
4. then click Next.
5. Select the user you want from the Search Results list,
6. then click Add.

D. **Holding a Group Conversation**

1. Double-click a user in your Contact List.
2. Click Actions, then click Add Another User to This Conversation.
3. Click a user (or Ctrl+click multiple users) in your Contact List, then click OK.

or

4. Click Find User to search for users who are not in your Contact List.
5. You can also Ctrl+click multiple users in your Contact List and press Enter to begin a group conversation.

E. **Changing Your Status**

1. Click the status bar (where your name appears under the menu bar).
2. Click the status you want other users to see next to your name in their

Contact Lists: Online, Busy, Away, Appear Offline.

VI. Login Problems

- A. If you cannot login to the IM service, carefully re-read the preceding section, “Connecting to the Service”. Follow the instructions exactly as explained and as shown in the example.

- B. Using an incorrect User ID and password will result in the error message, “Please enter a valid user ID and password.”. Ensure that you enter your entire State employee Internet Email address for the User ID.

Do not abbreviate. The password is NOT your GroupWise password. It is your Novell login password which you use to login to your computer using the Novell login



window. If you are certain that you are entering the correct User ID and password, then check with your agency LAN Administrator. Some additional actions may be necessary to synchronize your agency Novell account with your UMD account. Contact your LAN Administrator for help.

- C. The error message, “The server is not responding” results when your IM client is unable to contact the IM server. Be sure that the Server and Port are entered correctly as shown above. If your computer is not resolving Internet names properly, you might try the direct IP address of 168.179.226.15. If you still can’t connect to this address on port 8300, then you may have network connectivity problems. Contact your agency LAN Administrator for help.



- D. If the error reports a “directory error,” this indicates that your account in UMD is disabled or expired or the IM server is having trouble connecting to UMD. Contact your LAN Administrator for help.



VII. Changing Your Password

- A. The IM client allows you to change your password. (Tools menu) When you do this, you are changing the password on both your UMD account and your Novell login account. Your UMD and Novell login accounts are synchronized with each other. When you change the password on one, it automatically changes on the other. Keep in mind, if you use the change password feature of the IM client, your Novell login password will also change. If this does not occur, contact your LAN Administrator.